GETTING STARTED FCM2 VOICEMAIL

VOICEMAIL GREETING MESSAGE

Think about the type of greetings required for your voicemail. There are five available; 1 - 4 will take a message plus an option to transfer to another person or reception. Greeting 5 cannot take a message but offers an option to transfer - refer to User Guide

AN EXAMPLE of a simple greeting message could be:

> "You've reached the voicemail of YOUR NAME. Please leave your message after the tone. Thank you."

Other options for your callers are:

- To transfer to reception - Press 0
- Transfer to another extension - Press 8
- To transfer to a mobile - Press 9

AN EXAMPLE of a transfer greeting could be: (note the placement of the "press 0 option")

> "Hi - you've reached the voicemail of YOUR NAME. Please press zero NOW to return to the operator, or leave your message after the tone."

HOW TO RECORD YOUR GREETING

Internally - Dial the FCM2 Voicemail Extension [group] _ _ _ _

Externally - Whilst listening to the day or night message, dial #321

WHEN ASKED enter your extension number and/or your 4 digit security code 9 E E E

If this is the first time you have accessed your voicemail there will be no messages and the only option you should hear is Press 8 to enter the VOICEMAIL OPTIONS MENU followed by:

PRESS 1	This is the GREETING MESSAGE SET-UP MENU [follow the prompts] [This is the menu where you record, delete & choose which greetings you wish to play]
PRESS 1	to play greeting message
PRESS 2	to RECORD your greeting message & follow prompts to select which greeting to record. (1 - 5 options available)
PRESS 3	to delete greeting message
PRESS 4	to select which greeting message to PLAY

Other Options you will hear in this menu are:

PRESS 2 to send a voice mail to another user

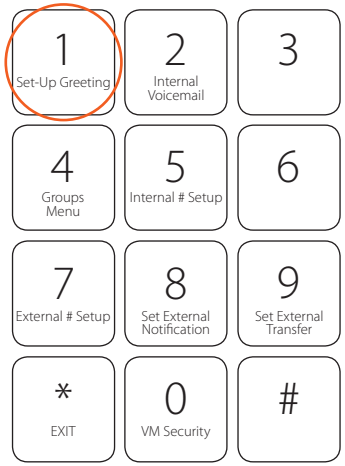
PRESS 4 to set up extn groups (5 available)

PRESS 7 to set up external transfer or external notification

PRESS 8 to enable or disable external notification

PRESS 9 to enable or disable external transfer (if activated)

PRESS star * to Exit



ACTIVATE YOUR VOICEMAIL

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Once your greeting message is set-up you must activate Voicemail by setting "call forward to voicemail" on your handset.

Your telephone technician will have set up a button or code for your handset.

Voicemail is generally set to answer on busy or no answer - consult your telephone technician as to the best solution for your office.

A message wait light on your handset and/or display will indicate a message has arrived.

If you have "CLIENT" activated, a pop-up screen will appear on your desktop
If you have "TMS" enabled, your voicemail will be delivered by email

DEACTIVATE VOICEMAIL: To stop your handset answering with voicemail, cancel your "call forward" [see your handset user manual]

HOW TO RETRIEVE VOICEMAIL MESSAGES FROM YOUR HANDSET

Dial the FCM2 Voicemail Extension [group] _ _ _ _

Whilst listening to the day or night message, dial #321

WHEN ASKED enter your extension number and/or your 4 digit security code 9 E E E

Options you will hear in this menu are:

PRESS 2	for the current message (i.e. the oldest un-read message)
PRESS 3	for the next new message
PRESS 7	you can forward a message to an extension or group
Press 8	select Voicemail options (This is where you started setting up your voicemail and recording your greetings)
PRESS 9	Deletes the current message
PRESS star *	to exit

RETRIEVING VOICEMAIL EXTERNALLY

- Call main number & while day/night message is playing - enter #321

  or

- Call main number, ask reception to transfer to your extension & while your greeting message is playing - enter #321

  or

- Dial your direct line & while your greeting message is playing - enter #321

You will be asked for an extension number and/or a security code.

For additional information including other options please consult your FCM2 User Guide.